

[staff name redacted]

From: [staff name redacted]
Sent: Thursday, 6 December 2018 1:11 PM
To: [staff name redacted]
Subject: RE: Warning issued to Gato

Follow Up Flag: Follow up
Flag Status: Flagged

Please put this on file and record the warning.

From: [staff name redacted]
Sent: Thursday, 6 December 2018 1:08 PM
To: [staff name redacted]
Subject: Warning issued to Gato

Hi [staff name redacted],

I have been unable to find a record of the warning in HPRM, or in the forum private messages sent from TroveSupport.

But Mr [name redacted] lodged RSref95653 on 7 March 2018 and copied in the message he received:

Dear Trove Support Team,

I refer to your message below, headed Trove Terms of Use first warning, which I received in the Trove private message system today 7 March 2018 at 05:22 PM and 05:26 PM. Your response to my amply supported and substantial complaint dated 5 March 2018 against GJReid-B.Sc.M.Mgmt. is very disappointing and perplexing, but of course I intend to comply fully with your directions as Moderator.

Please note that at no time have I compiled a *public* list of corrections carried out by any other user, or used that list to intimidate another user. I strongly and absolutely deny this false allegation. My sole purpose in compiling *private* lists of corrections has been for necessary purposes of research and study to verify that the unusual and improper correction activity I incidentally had noticed by one Trove user justified a formal complaint to you. You may well understand that I am disappointed to find that my necessary and justified actions have been turned back on me, when in fact, I believe that I have been the victim of breaches of Trove terms of service.

In order for me to fully understand and properly comply with your direction, please confirm that your direction applies to my private Trove lists, links to which I provided to you solely for the purpose of verifying my complaint, and that you understand I have not compiled or promulgated these lists as public lists.

Kind regards,

[name redacted]
Trove user: Gato

[QUOTE=TroveSupport]Dear [name redacted],

Trove Management has received a report that actions carried out on the Trove website attributed to Gato have contravened the Trove Terms of Use. On investigation, Trove staff have determined that these actions are in contravention of the Terms.

The actions in question are compiling a list of another user's text corrections, and using this list to intimidate another user.

The Terms of use for the Trove service require that users must try to make everyone in the community feel comfortable and their contributions valued. The Terms of Use are available in full here:

<http://trove.nla.gov.au/general/termsfuse>

In our response to your communication on 22/2/17 (RSref95399), we informed you that we had looked into your complaint and found no breach of the Trove user guidelines, and that we considered the matter closed.

This is your first warning, if Trove receives another report of actions attributed to the username Gato that contravene the Trove Terms of Use, you will be issued a second warning.

At the third warning you will receive advice that the user account Gato is being revoked, and all content that you contributed that contravenes the Trove Terms of Use will be removed from Trove; and the associated email address de-activated in Trove.

To avoid a second warning you should review and moderate past actions attributed to the username Gato to ensure they comply with the Trove Terms of use.

This incident is covered by Trove's Terms of Use, which give us the right to withdraw or suspend the use of Trove by any person who uses Trove in breach of these terms and conditions.

To contact Trove Management about this matter fill out the <http://trove.nla.gov.au/contact> Contact form or use the <http://trove.nla.gov.au/contact> Contact us button at the top of all web pages on the Trove website.

Thank you for your compliance and cooperation with this matter.

Trove Management

The message received by Mr [name redacted] is a match to our standard first warning text. However I do not know the date on which it was sent, or who by.

Sorry I can't be more help on that one.

Cheers

[staff name redacted]

[staff name redacted]

Trove User Support Officer | National Library of Australia

[email redacted] [phone number redacted]